



HEALTH AND HUMAN SERVICES AGENCY

California Performance Review (CPR) *CHHSA Review Process*

In his first State of the State address, Governor Schwarzenegger underscored his commitment to making government more effective, efficient and responsive and called for a rigorous review of government – its performance, its practices and its costs. He subsequently issued an Executive Order establishing the California Performance Review (CPR), which tapped the expertise and experience of state employees, including many from the California Health and Human Services Agency (CHHSA) and its departments, in a systematic examination of the way in which government conducts the public's business.

The CPR culminated in hundreds of recommendations outlined in a report presented August 3, 2004, to the Governor, who has made it clear that he wants as much input as possible, from as many people as possible, before deciding how he will respond to those recommendations. Thus, while the CPR's work has ended, ours has only begun. It is now incumbent upon CHHSA to evaluate the organizational and programmatic proposals within our jurisdiction and provide informed recommendations to the Governor.

Toward this end, CHHSA is utilizing the following process for the review of the CPR's recommendations.

Internal CHHSA Review

Individual Programmatic Reforms – The directors of each department within CHHSA are working with their respective staff to review individual recommendations, analyzing how the proposal puts people first, streamlines operations and saves state funds and determining the best course for implementation. These analyses will be provided to CHHSA.

Proposed Organizational Improvements/Restructure – CHHSA has formed workgroups for each new division recommended by the CPR. In addition, three other workgroups will be formed: Realignment, Aging and Long-Term Care and Shared Administrative Services/General Government Reforms. Each workgroup has been assigned a leader who is responsible for creating a work team that includes staff from each of the affected departments (a list of workgroups and the team leaders can be found at <http://www.chhs.ca.gov/>). The workgroups will be reaching out to stakeholder groups to help inform their review and analysis. The workgroups will also consider how best to implement CPR proposals and whether they improve service delivery, promote better coordination and accountability and save state funds. These analyses will be provided to CHHSA.

External CHHSA Review

In addition to the internal CHHSA review process, stakeholders, advocates and parties who hold an interest in health and human services have been asked to provide feedback on CHHSA recommendations resulting from CPR.

Once the internal and external review processes are complete, CHHSA will submit health and human services CPR implementation recommendations to Governor Schwarzenegger.